

Odyssey Cases - Privacy Policy/Disclaimer

Odyssey Innovative Designs® Warranty Policy

Warranty Policy: Odyssey will honor **Brand New** Odyssey products purchased from all Authorized Odyssey Dealers. We are not responsible for any item "New or Used" purchased from **unauthorized** dealers, websites or auction sites. Odyssey is not responsible for actions of any employee, authorized dealer employees or unauthorized dealers, websites or auction site employees. The warranty policy also does not cover B-stock items or any of our products that were purchased used.

- Carpet cases - 1 year against manufacturer's defects.
- DJ bags - 1 year against manufacturer's defects.
- Electronics, ColorKey, Flight FX LED components, etc. - 90 days against manufacturer's defects.
- FZ (Flight Zone) & FR (Flight Ready) cases - Limited Lifetime against manufacturer's defects.
- FFX cases - Limited Lifetime against manufacturer's defects/craftmanship of the case. Any electronic component/part of the case has a 90-day warranty.
- KROM cases - 90 days against manufacturer's defects.
- L-Stands and metal product accessories - 90 days against manufacturer's defects.
- Scrim Werks products - 90 days against manufacturer's defects.
- Speakers and lighting stands LTS, LTP, etc. - 1 year against manufacturer's defects.

Note: Warranty only applies to the original purchaser of the product and only when the product was purchased through an authorized Odyssey dealer. Do not contact us at Odyssey Cases headquarters directly if you have any warranty, return, refund, exchange, or credit inquiry. Please consult the Authorized Odyssey Dealer you purchased the product from and the dealer will contact us regarding the matter as necessary. Note that some dealers may offer separate warranties that do not coincide with that of Odyssey's.

Conditions that will not be covered by our warranty: Product degradation caused by extreme weather conditions. Improper use/placement or transport of the product. Any product modifications including attempts to self-repair any damage such as cracks, scratches, and dents through parts replacement, adhesives, screws, paint, etc. Wear-and-tear parts (foams, moving parts, hardware, carpet, paint, finishes).

- **Moving Parts** - Moving parts (latches, hinges, wheels, etc.) may not be covered under the warranty due to the nature of daily wear-and-tear. Moving parts defects will be reviewed and evaluated at our discretion.

Carpeted and ATA style facades and fold-out tables, stands, and tables: Warping of the wood material over time or due to over exposure to heat, moisture, and/or pressure or weight stress while in

storage is not covered under the warranty.

Custom cases: Other than standard components, all custom components are not covered under the warranty. Please contact or bring your Odyssey product to the authorized dealer you purchased from to get your warranty process started.

Refunds/RA Request: The issuing of an RA does not mean you will be given an instant credit for the product being returned. Odyssey must inspect and determine at our discretion, if the reason for the return falls under our policy and guidelines and qualifies for a credit, repair or replacement. All merchandise sent in to Odyssey must have the RA# issued written clearly on the outside of the box and a brief written description of the issue inserted into a packing slip envelope on a full 8.5" x 11" paper or standard envelope placed inside the box.

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